



## Privacy Policy

### Privacy Notice (Application Candidates)

Here at HomeServe, we take data privacy seriously and we are committed to protecting your personal data and respecting your right to privacy.

During the course of your application to work for HomeServe, we will process your personal data which includes information such as your name, DOB, nationality, contact details or personal email address. We carry out this processing under our legitimate business interests which means that we will use your information to help us process your application and assess your suitability for the role you have applied for.

HomeServe is bound to comply with UK and EU data protection law, along with other similar applicable laws in other countries around the world. This privacy notice forms part of our obligation to be open and fair with all individuals whose personal data we process and to provide full information on how we process such personal data and what we do with it.

This privacy notice relates to the processing of your personal data by HomeServe plc and any of its group companies including HomeServe Membership Ltd. Unless otherwise stated, all references to "HomeServe", "we" or "our" in this notice shall include all HomeServe plc entities that process personal data and HomeServe is the data controller.

If you receive other services or products from HomeServe, or use any of our specific websites or applications, such as our company website, you may be provided with further privacy notices or statements. These additional privacy notices or statements shall supplement this privacy notice.

#### What this privacy notice covers:

- What personal data we collect about you
- Encouraging diversity
- Collection and processing of your personal data
- Tracking and monitoring
- Sharing personal data with third parties
- Protecting and storing your personal data
- Your rights matter
- Got any worries?
- How you can contact us?

Please read the following carefully to understand how we manage your personal data and what steps we take to respect your privacy. Please note that none of the lists or examples below is exhaustive, nor will they be fully representative for every individual.

#### What personal data we collect about you

As part of the application process, we will typically collect and process the following data about you:

- Personal details; name, address, current salary, medical information such as medical history (if relevant), disability information.
- Professional details; your CV, qualifications, relevant experience and skills and any professional memberships.



If your application is successful, all offers of employment are subject to satisfactory pre-employment checks, such as; Right to Work in the UK, Credit checks, Criminal Record checks and employment history references. We will typically collect and process the following data about you in order to complete these checks:

- Personal details; name, address, date of birth, nationality, marital status, country of residence, national insurance number, salary, bank details, medical information such as medical history (if relevant), doctors contact details, disability information.
- Professional details; your CV, qualifications, relevant experience and skills and any professional memberships, employment history for referencing purposes.
- Identification documentation; a photocopy of your passport, driving licence, ID card, biometric residence permits or other documentation required by local law. Copies of these documents may include a photograph of your face and shoulders.

We will never collect more information from you than we need to fulfil our role and to comply with our legal obligations in relation to your application. Please note that the information we request is required in order to process your application and without it, we will not be able to proceed.

We shall not be responsible for any losses arising from any inaccurate, inauthentic, deficient or incomplete personal data or sensitive personal data that you provide to us.

### **Encouraging diversity**

In addition to the above, we will also request more sensitive information including your race, ethnic origin, religious beliefs or sexual orientation. This information is not mandatory and you are free to decide whether to provide it at the application stage. Any information of this nature is used purely for helping the business to assess the diversity of its applicants and has no bearing on your future employment with us.

### **Collection and processing of your personal data**

As part of the application process we collect information from a number of sources, including:

- from applications forms
- our careers site and jobs boards (such as Indeed, Total Jobs, CV Library)
- documents used during the recruitment process

HomeServe and/or third parties acting on our behalf may process your personal data for any of the following purposes:

- to consider your suitability for any of our current or future employment opportunities and to confirm your references and educational background;
- for equal opportunities monitoring;
- for monitoring and assessing compliance with our policies and standards;
- to carry out money laundering, financial and credit checks and for fraud and crime prevention and detection purposes;
- to comply with court orders and exercise and/ or defend our legal rights;
- for any other legitimate business purpose; and
- as otherwise permitted by any applicable law or regulation.

### **Sharing personal data with third parties**



We do not and will not sell, rent or trade your personal data. We will only disclose your personal data in the ways set out in this privacy notice and in the following circumstances:

- To any entity within the HomeServe Group, which means any subsidiary of the ultimate holding company, HomeServe plc as required to process your application
- To other financial institutions or regulatory bodies with whom information is shared for money laundering checks, credit risk reduction and other fraud and crime prevention purposes
- To any national and/or international regulatory, enforcement or exchange body or court where we are required to do so by applicable law or regulation or at their request

### Storing your personal data

If you are unsuccessful in your application details of your application, including any personal information will be retained for a period of 6 months before being destroyed. If we identify that you may be suitable for future opportunities within HomeServe, we will keep your details for up to 2 years and will contact you if a suitable role becomes available. If you would prefer us not to store your information for future opportunities, please let us know during the application process or you can contact us at any time on the details below.

### Your rights matter

If you'd like to see the personal information that we hold about you, you can request a copy at any time. If you find that this information is incorrect you can ask for it to be updated. You can also ask us to stop or request that your personal information is deleted from our systems.

To action any of the above, send an email to: [peopleadminteam@homeserve.com](mailto:peopleadminteam@homeserve.com) or alternatively you can write to us at:

People Admin Team  
HomeServe Membership Ltd  
Cable Drive  
Walsall  
WS2 7BN

We won't ever charge you for a copy of your personal data and we'll provide a copy of the information we hold within 30 days.

### Got any worries?

If, at any time, you feel that we haven't processed your data fairly or you're not satisfied with how we've handled your personal information, you can contact the Data Protection Officer. All concerns will be treated with confidence.

Data Protection Officer  
Legal Services  
HomeServe PLC  
Cable Drive  
Walsall  
WS27BN



Tel: 01922 659700

Email: [Privacy@homeserve.com](mailto:Privacy@homeserve.com)

If you are still not satisfied with how we've handled your personal information, you can contact the Information Commissioners Office, who will look into this for you. For full details about how to share any concerns you may have, visit [www.ico.org.uk/concerns/Updates](http://www.ico.org.uk/concerns/Updates)

This notice will be updated from time to time and we will notify you of any changes. The version number and date released will always be listed below:

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Date released: May 2018